

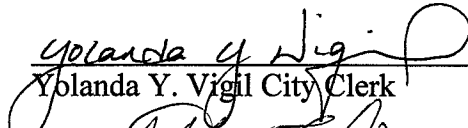
# City of Santa Fe, New Mexico

# memo

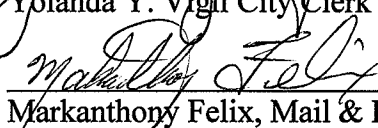
DATE: September 10, 2006

TO: All City Offices

VIA:

  
Yolanda Y. Vigil City Clerk

FROM:

  
Mark Anthony Felix, Mail & Duplicating Supervisor

SUBJECT: Reminder of Mail & Duplicating Procedures

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I would like to thank everyone for working with the Mail & Duplicating Office to provide the best service possible.

Listed below are a few reminders to continue this effort:

## **Duplicating Requests**

When a duplicating request is brought to the Mail & Duplicating office, please hand your request to the Mail & Duplicating staff. To prevent a delay in completing your request, please list on your request form the names of staff that will be available to answer any additional questions we may have. Mail & Duplicating staff will continue to ask the generating office to review and approve large duplicating requests before they are completed.

## **Email of Duplicating Requests**

Please email your request to “**Duplications**”. Also please attach the duplicating request along with any other documents to be printed. This will prevent any confusion or delay in processing your duplicating request. Please call the Mail & Duplicating staff to ensure your request was received. In the event all your documents are too large to email at one time, copy all your files to a CD, Flash Drive or Zip Drive and hand it to the Mail & Duplicating staff to verify all files are ready to be processed.

## **Changes to Duplicating Requests**

If any changes to your documents are made after initial submittal, all documents need to be resent to prevent any confusion. Please change the request date of your duplicating request to the current date of emailing/resenting your request to Duplications.

**PDF Files**

For documents that contain any graphs, charts, or pictures with text, please convert your file to a PDF file. If you do not have this capability, complete a Graphic's work order and contact the Graphics office to convert your file to a PDF file. This is to ensure that we print your document correctly. Please have Graphics email the converted PDF file to you for approval and follow the guidelines under **Email of Duplicating Requests**.

**Non Microsoft Software**

The software available in the Mail & Duplicating office is Word, Excel, Power Point and Publisher. Any documents created in software other than the aforementioned must be converted to a PDF file by the generating office. Please follow the guidelines under **Email of Duplicating Requests**.

**Fonts**

At times a document is created with a non standard font. When this occurs, Mail & Duplicating staff will contact the generating office to request that the document be converted to a PDF file. Please follow the guidelines under **Email of Duplicating Requests**.

**Interoffice Mail**

Please use interoffice envelopes only for interoffice mail or use a mail routing slip. Please refrain from using #10 white City envelopes with the return address in blue lettering for interoffice mail. When interoffice mail is placed in this type of envelope it is brought to us mixed in with the outgoing mail, postage is applied and letters are sent to the Post Office only to be returned to our address. Money for postage is also unnecessarily wasted.

**Postcards**

Before you create post cards for a mailing, please call our office and we will email a postcard template for your completion. This template was created by Graphics in Microsoft Word and meets the Post Office's requirements. Please follow the guidelines under **Email of Duplicating Requests**.

**Bulk Mailings/Mail Outs**

Sending out large mailings and preparing them in the automated bulk mail format will reduce the cost of each mailing. It also ensures that your bulk mailing will reach the recipient in a timely manner. Listed below are the requirements to follow:

**Deadline for questions concerning bulk mailings/mail outs**

Please contact the Mail & Duplicating office 21 days before a bulk mailing needs to reach its recipient. This is to ensure that the format meets the bulk mailing requirements.

**One email for all documents**

To prevent any confusion or delay in processing your bulk mailing/mail outs please attach all documents to one email. In the event all your documents are too large to email, copy all your files to a CD, Flash Drive or Zip Drive and hand it to the Mail & Duplicating staff to verify all files are ready to be processed.

**Deadline for submitting all documentation for Bulk mailing/Mail outs**

Please bring/email your bulk mailing request and addresses 14 days before a bulk mailing needs to reach its recipient to allow enough time to properly prepare, print and mail out your bulk mailing. It is the responsibility of the generating office to notify the Mail & Duplicating staff when a work order is placed for any bulk mailing.

**Any changes to your documents**

All documents need to be resent to prevent any confusion. Please change the request date of your duplicating request to the current date of emailing/resenting your request to Duplications. Also change your due date to reflect the 14 days needed to complete your request.

**Paper folding provided**

The Mail & Duplicating staff will provide a standard letter fold, Z-fold or a half fold for your bulk mailing. Any special folding will be done by the generating office staff.

**Excel format for all addresses**

It will be the responsibility of the generating office to provide all mailing addresses in the following sample Excel format:

Company	Full Name	Address-1	Address-2	City	State	Zip Code
Albuquerque Sports	John Doe	1896 Fifth Street	Apt. 26	Albuquerque	NM	87108

Or

Last Name	First Name	Address-1	Address-2	City	State	Zip Code
Doe	John	1896 Fifth Street	Apt. 26	Albuquerque	NM	87108

**Review of Duplicate and Bad Address Lists**

It is the generating office's responsibility to review the duplicate and bad address lists for bulk mailings/mail outs. If the generating office decides it is not necessary to review, the addresses will be deleted.

**Letters or Post Cards Printed by Outside Vendors**

If letters or post cards are to be printed by an outside vendor, all addresses will need to be printed on the post cards or on 1"x 4" labels. It is the responsibility of the generating office to provide labels.

**Labels will be Applied in the Mail & Duplicating Office**

To ensure the labels stay in correct order, generating office staff will have to apply labels to the letters or post cards in the Mail & Duplicating office. Please bring/email your bulk mailing request and address labels 14 days before a bulk mailing needs to reach its recipient. To allow enough time to properly prepare, print and mail out your bulk mailing.

If any time sensitive mailings are turned in late, it shall be the generating office's responsibility to provide a memo authorizing overtime and shall also include the line item to be used for the charge back of overtime. The generating office may provide staff to meet the deadline instead of paying overtime to Mail & Duplicating staff.

By following these procedures, team work, planning ahead and communication the recipient will be informed in a timely manner.

I would like to thank you in advance for your cooperation.

For further assistance you may contact Markanthony Felix at ext. 6566.